

City Reports

CITY OF SOUTH BEND, INDIANA



311 Up and Running

Dear Employees:

I am excited to announce the recent launch of the first phase of a new 311 customer service phone line for the City of South Bend. This new program will continue to develop and grow, but I hope to share with you how it will operate and how it can benefit you, your family, and neighbors.

311 is a simple, three-digit phone number that residents, businesses, and visitors can use to get non-emergency information about City of South Bend programs or to make a request for service.

The first three divisions to be part of the program will be Water Works, Solid Waste, and the Street Department. In the coming weeks and months, the City will transfer additional departments, divisions, and services to the new phone line.

This program is an excellent opportunity to improve our customer service and make government more accessible for all South Bend residents. We hope to encourage more productive dialogue with the community by creating one easy number to call, cutting down on miscommunication, and reducing the frustration of being transferred to a wrong extension.

Three important things to note:

- Anyone within the city limits of South Bend can call the 311 line free of charge. However, regular payphone and cellular phone charges still apply.

- 311 customer service representatives are available to answer questions or to fill a service request for the three divisions included in the first phase of the rollout—Water Works, Solid Waste, and the Street Department—during the week, Monday-Friday from 7:30 a.m. to 5:30 p.m.

- Residents and businesses can learn more about the 311 line at www.southbendin.gov/311. Service requests can also be activated online 24/7 using the above link.

311 is a key step forward in creating a smarter government better able to serve the South Bend community, making information easier to find and ensuring that answers to your questions will come sooner rather than later.

If you have questions or comments, please contact my office at 235-9261 or simply call 311.

Sincerely,

A handwritten signature in black ink, appearing to read "Pete".

Mayor Pete

Green Book Travel Guide Talk

Local Historian Connie Green will make a presentation at the Studebaker National Museum, in the Wiekamp Auditorium, **Saturday at 1pm, March 2**. Mark your calendars—this is one lecture you won't want to miss! Connie will talk about the Studebaker National Museum's new exhibit entitled "The Not So Open Road."

The advent of the automobile and development of our nation's byways during the 1930's through 1960's saw Americans travelling like never before. For some Americans, however, automobile travel brought familiar problems to unfamiliar areas.

African Americans traveling in the pre-civil rights era faced challenges unknown to white motorists: being served at a restaurant, finding lodging at a hotel, or simply being present after sundown, were among some of the many hazards faced by black travelers at this time.

The "Green Book" as it was commonly known, highlighted non-discriminatory hotels, restaurants and service stations. The black community's motoring plight did not go unnoticed by the US Government – the Department of the Interior's US Travel Bureau published a directory of "Negro Hotels and Guest Houses" during this time as well. South Bend is mentioned in the 1949 edition of the Green Book.

Ms. Green is an Indiana University graduate and has received the National Geographic Scholar Award. Ms. Green taught Economics and Geography at Purdue University. She returned to South Bend, and taught U.S. History for 24 years at her alma mater, Washington High School.

There will be no special charge to see and hear Ms. Green beyond the regular admission to the Studebaker National Museum (free to members). Once you are in the Museum, auditorium seats will be first-come, first-served.

The Studebaker National Museum is located at 201 S. Chapin Street in downtown South Bend. It is open Monday-Saturday, 10:00am-5:00pm, and Sunday Noon-5:00pm. Admission is \$8.00 for adults, \$6.50 for seniors over 60, and \$5.00 for youth ages 6-18. For more information call the Museum at (574) 235-9714 or toll free at (888) 391-5600 or visit our web site at: www.studebakermuseum.org.



Citywide Anniversaries

March 2013

35 Years–1978

James Burkus Fire Dept
James Szymkowiak Fire Dept
Robert Krol Water Works

30 Years–1983

Pamela Meyer Community Investment

25 Years–1988

Rick Riddle Park Dept

20 Years–1993

Steven Orlowski Park Dept
Richard Spitaels Building Dept
Stephen Cox Fire Dept
James Weinberg Fire Dept
Karen Plencner Fire Dept

15 Years–1998

Andre Price Solid Waste
Michael Carroll Fire Dept
Lance Gunderson II Fire Dept
Kenneth Noell Fire Dept
Steven Nusbaum Fire Dept
Andrew Petrie Fire Dept
David Pritz Fire Dept
Steven Pritz Fire Dept
Nicholas Tekler Fire Dept
Jeffrey Yoder Fire Dept

10 Years–2003

John Smith Building Dept

5 Years–2008

Larry Fribley Jr Traffic Dept
John Ingram Sewer Dept
Alfredo Patino Solid Waste
Joshua Sporleder Wastewater
William Hagood Jr Street Dept
Paullo Gallegos Sewert Dept

St. Patrick's Day Parade

Come join the Mayor! The St. Patrick's Day Parade steps off at 11:00 am on Saturday, March 16. Participants will receive a free "I ♥ SB" t-shirt. Those interested in participating should contact the Mayor's Office (235-9261) with their name and number of attendees.



Home for Heroes

*Our way to say
Thank You!*



City Employees,

We appreciate your dedication and service to our community. The sacrifice of our city employees is often overlooked and at times under appreciated. We would like you to know that your sacrifice and dedication to our community is noticed and very much appreciated. As part of the Homes for Heroes program, we want to honor and recognize you. To show our appreciation we have personally agreed to donate 25% of our commission to help with closing expenses when you buy or sell a home. We have also assembled other local businesses that have agreed to provide discounts and rebates. These discounts can total thousands of dollars of savings for you. The Homes for Heroes program is for city employees. It's our way of saying thank you for your dedication and service to our community. For more information visit: www.facebook.com/MichianaHomesForHeroes

Homes for Heroes® is a company that affiliates with Realtors®, lenders and other real estate-related service providers who offer substantial rebates and discounts to the Heroes who serve our nation and its communities every day. Our Heroes include military personnel, firefighters, law enforcement officers and others who make our communities a better place to live.

This program was created after the tragic events of 9/11 as a "Thank you" to the men and women who have given so much. We match them with Homes for Heroes® Affiliates in their area and are now expanding with discounts beyond the home buying and selling process with our Friends of Heroes® program.

Adopt a Pet

Harold

Retriever, primary color: black, medium size, senior, male, Pet ID: A07336813



Harold is not very active, but he is very friendly, and well socialized. Appears to get along well with dogs. He is heartworm negative and is up to date on his bordatella and distemper combo vaccine. He requires a rabies vaccination prior to adoption.

Helga

Tabby - Brown, medium size, adult, female, Pet ID: 18835410, Spayed/Neutered, up-to-date with routine shots, house trained.

Helga is a 2 year old spayed tabby cat. She loves to be petted and brushed. Helga came to the shelter because her original owner died, so she is looking for a new forever home.



Daddy - Daughter Dance



Century Center was filled to capacity by 1,088 fathers and daughters at the 13th Annual Daddy - Daughter Dance. Turquoise balloon columns with seahorses, octopuses, and star fish outlined the dance floor creating an elegant back ground. Silhouettes of under-the-sea center-pieces upon white linen tablecloths also set the theme.

At registration, each daughter was crowned with a Tiara and draped with a white sash that had *Sea Princess* printed in turquoise. A free photo was part of the package donated by CVS. "Music Machine" D.J. Service was the M.C. at the event. The refreshments included green punch with decorated cookies.

Each princess went home with an underwater gift bag of goodies!!

Much credit and thanks goes to the park staff and volunteers for

making this elegant event run so smoothly!

submitted by

Paula Garis

A picture is worth 1,000 words!



A noble prince escorting many princesses!



Dads and Princesses twirl around Century Center's Ball Room floor, an elegant evening not soon to be forgotten!



One of our lovely mermaid volunteers with princesses.



Employees' Corner

Administration & Finance

Congratulations to **Mark Pyclik** on successfully passing the Cisco CCENT exam February 13. Mark worked very hard to prepare for this exam both in the classroom and on his own time. Cisco Certified Entry Networking Technician (CCENT) validates the ability to install, operate and troubleshoot a small enterprise branch network, including basic network security.



Michelle Adams, Business License Administrator, received the department's Penguin Award for February. She is great with the customers, helps fix the copier, is very efficient, and helped get the 311 supplies up and running.



Central Services

Grama **Mary Wisniewski** was excited about two weeks in Orlando helping her daughter, Heather, and her husband, Briley, with Cason Zayn Rooney, born January 17, weighing 8 lbs. Big brother Jace wasn't sure about his new brother.



Special thanks go to **Toni Laisure** and **Seema Timble** for helping while Mary and Shelia, who is out on medical leave, were gone.



Community Investment

We welcomed our new Assistant Executive Director, **Chris Fielding**, to our department in February. Chris has extensive experience in the private sector, having successfully started a few businesses, as well as experience in the public sector as an executive in a regional workforce development agency. Locally, Chris has worked with organizations such as the Madison Center and is deeply familiar with the opportunities and challenges to community and economic development in South Bend. We are glad he is on the team.



Congratulations to Blake Trowbridge, a fifth grader at Moran Elementary, who is in his second year of Penn Swim at PHM schools. Blake qualified for 2013 State Competition, which starts in mid-March. He is the grandson of **Kaye Trowbridge** (Nana).

Legal Department

The Legal Department is pleased to add Paralegal **Geri Pawelski** to its staff. Geri comes to the City from St. Joseph County Prosecutor's Office, where she

provided litigation support to attorneys in the Major Crimes Unit. She will work primarily on Public Works and Community Investment matters, filling the position **Pamela Paluszewski** had before she moved to 311 service. We look forward to working with Geri and hope everyone will make her feel welcome.

As many of you know, the Community Investment and Legal Departments switched offices late in 2012. The Legal Department is still settling in on the 12th floor of the County City Building, but we had very little down time as our Office Manager, **Mary Arndt**, coordinated our move. We are grateful for her efforts and are enjoying the "new" space. We will really know we have arrived when we consistently hit the correct elevator button! Thanks to Mary and to everyone who helped us move so seamlessly.

Public Works

Congratulations to **Mike Carey** and his wife, Brandy, on the birth of their son, Ryker Byrne, born January 31, 7lb. 6oz, 19.75" long.

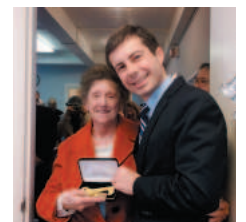


Water Works

MaryAnn Gundlach retired after 33 years of service! A grand party was held for her December 14. MaryAnn has been a valuable City employee, her service was unwavering and her work impeccable. She was presented with a Key to the City by Mayor **Pete Buttigieg**, a Distinguished Service Award by former Mayor Steve Luecke, along with the Giraffe Award by the CSI Team.

MaryAnn was also known for her baking abilities. The dishes, mainly dessert, were so picture perfect that you almost didn't want to divvy it out—like an unflawed tapestry; a work of art. She also was known for her decorating skills. She kept the Water Works Customer Service Office seasonably outfitted. She received numerous compliments from both internal and external customers.

We are pleased that MaryAnn was a part of our team for over 3 decades and wish her well in her retirement.





Register now for the 11th Annual Mom/Son Dance, held March 20 at the Palais Royale. Tickets are still available at the O'Brien Center, Monday through Friday 8:30 am to 4:30 pm, online at www.sbpark.org. Credit card payments can be made by phone 8a.m. to 4:15p.m at 299-3482.

A Little Name Dropping...

Welcome January 2013

Robert Burch Code Enforcement/Animal Control
Charles Filley Street Department
James Hankins Solid Waste/Code Clean-Up
Michael Knoll Solid Waste/Code Clean-Up
Angelo LoGrande Solid Waste/Code Clean-Up
Jeffrey Maroon Water Works
Ronald Teachman Police Department
James Walker Solid Waste/Code Clean-Up

Resignations January 2013

Debra Johnson Mayor's Office (11 months)



Change of Pace January 2013

Marika Anderson Morris/Palais Assistant Director-MPAC Financial Reporting to Director of Financial Services
Kyle Briney Street Heavy Equipment Operator I to Heavy Equipment Operator II
Karina Carmona Water Works Customer Service & Billing to 311 Customer Service Liaison (311 Call Center)
John Corthier Fire Battalion Chief to Assistant Chief – Training
Billie Croymans Police Communications Communication Supervisor II to Assistant Director Communications
Michelle DeBeck Morris Box Office Manager to Operations Supervisor
Pamela Paluszewski Legal Department Paralegal to 311 Customer Service Liaison (311 Call Center)
Rachael Polizzotto Police Communications Communication Specialist III to Communication Supervisor I
Raphael Rivera Water Works Customer Service & Billing to Auditor I-Bargaining
James Seward Parks Bldg./Maint. Custodian to Athletic Field Maintenance
Kyle Shuppert Police Communications Specialist I to 311 Customer Service Liaison (311 Call Center)
Cynthia Simmons Water Works Asst. Director Admin. Services to Director 311 Customer Service (311 Call Center)
Cathleen Sutherland Water Works Customer Service & Billing to 311 Customer Service Liaison (311 Call Center)
Denise Zigler Morris Asst Dir. of Booking & Event Operations to Operations Supervisor (Booking/Event Operations)

Retirements January 2013

Richard Bishop Police (35 yrs dedicated service)
James Wilder Parks Dept. (24 yrs 3 mos dedicated service)
Cynthia Waugaman Legal Dept. (14 yrs dedicated service)



For more information on the following events contact:

CENTURY CENTER	9711
COLLEGE FOOTBALL HALL OF FAME	5715
S.B.REGIONAL MUSEUM OF ART	9102
MORRIS PERFORMING ARTS CENTER.....	9190
PARKS/RECREATION DEPARTMENT.....	299-4765
NOTRE DAME	631-5031
ST. PATRICK'S COUNTY PARK	288-3472
NO. INDIANA CENTER FOR HISTORY.....	235-9664
ST. JOE COUNTY 4-H FAIRGROUNDS	291-4870

Century Center

- 3/1-2 2013 Expo For Women
- 3/15-17 Michiana Home Show
- 3/19 The Great Logan Nose-On Luncheon
- 3/23 Indiana State Taekwondo Championship
- 4/5-6 River Bend Film Festival, 7pm-12am
- 4/13-14 Great Lakes Area Cat Enthusiasts Agility Show
- 4/20 Family & Baby Fair
- 4/20 Star Martial Arts Taekwondo Tournament
- 4/20 Xpanding Horizons Xpo - Body, Mind, & Spirit, 8am-9pm

The Morris Performing Arts Center

- 3/19-20 Sesame Street Live! "Elmo Makes Music"
- 3/23 The Contours – Motown Magic
- 4/6 British Heritage
- 4/9 Celtic Woman "Believe"
- 4/13 Comedians: Gary Owen, Lil Duval & Michael Blackson
- 4/27 German Heritage
- 4/28 Brian Regan Live in Concert

Downtown South Bend First Fridays, March, 5-9pm

Diverse culture will be all around downtown for March First Friday's. Come celebrate in DTSB an array of cultural events and activities, ethnic food specials, and musical and art performances!

Free TRANSPO Trolley Rides 5:00 p.m. – 9:00 p.m.

Hop on to get from place to place or just enjoy a ride! Trolley passes each stop approximately every 15 minutes. March 1 stops include: 1. South Bend Chocolate Cafe 2. The Music Village/The Woodward 3. Junk Evolution/CircaArts 4. South Bend Civic Theatre

City Reports Reporters

Department	Reporter	Phone#
Administration/Finance.....	Mary Ramsdell.....	9935
Building Department.....		9554
Century Center	Priscilla Phillips	9081
City Clerk.....	Mary Beth Wisniewski.....	9222
Code Enforcement	Deborah Mobley	9325
Common Council	Valarie Schey	5981
Communications		5853
Community Investment.....	Jenny Hullinger.....	5832
Engineering Department	Marcia Qualls.....	9251
Environmental Services	Mark Rzepnicki.....	277-8515
Central Services	Mary Wisniewski	9316
Fire Department		9255
Football Hall of Fame		5717
Howard Pk Sr Citizens.....	Rose Kaufman.....	9428
Human Rights	Nancy O'Brien	9425
Legal Department.....	Ann Carol Nash.....	5867
Mayor's Office	Shay Davis	5850
Morris Perf. Arts Center.....	Karen King.....	5584
Park Department	Paula Garis.....	299-4778
Police Department.....	Barb Holleman	9311
Potawatomi Zoo	Pat Fenters.....	9800
Street Department	Ashley Rzepka	7563
Studebaker Nat'l Museum		9714
Water Works.....	Laura Vance	5650
Water Works.....	Jodie Spradlin.....	5663

If you have anything you would like to put into the paper, either contact your reporter (above), or you can fax it (235-9171) or send a typed or neatly printed copy to **Marcia Qualls (Engineering)** or **Mary Beth Wisniewski (City Clerk)** Please do not send anything without a name and phone number in case we have questions.

First Fridays Friends Post 5:00 p.m. – 8:00 p.m.

This month's friends post will be at Ciao's Lounge with an opportunity to "Enter to Win" a Ciao's gift certificate. There will be a second post at The Music Village, so if you have any questions feel free to stop by and visit with our friends at either location!

Check <http://dtsbfirstfridays.com/> for all the activities, discounts and information. Enjoy downtown!

This paper is published as a service to the employees of the City of South Bend. It is a non-profit publication and any views presented are not necessarily those of the Mayor or any other City Official. Coordinators: Marcia Qualls and Mary Beth Wisniewski; Layout: Jenny Hullinger.